

Still no license key linked in my account?

Posted by Sean - 20 Jun 2012 17:01

This is the 3rd copy of AV VCS Diamond.

The previous 2 I was told that my 'license' was expired.

The second I was told it wouldn't work on a new pc. When I upgraded my computer.

So now I'm buying yet another because I, yet again, upgraded my computer.

(That is very poor business practice by the way, but that is a different topic)

I just want the product to activate on my new pc.

I have tried and tried, and am now trying again.

If this does not work after buying for a 3rd time, this will unfortunately go to legal action and seek compensation for my loss.

I have submitted my ticket, and told it may take 24 hours. Long after the licence is expired for online activation I'm sure. Convenient isn't it.

Has anyone else had this level of poor quality in service?

Has anyone found a way to get it working for once?

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Re: Still no license key linked in my account?

Posted by Gabriella V - 21 Jun 2012 07:44

Hi Sean,

There might be some misunderstanding with our [Sale Policy](#) .

May we clarify it to you:

Any change of your PC's configuration will cause "invalid license" since one license is enabled to work with a specific Protection Number only. So in this case, just simply contact our Support Team to request license resetting.

Regarding expired license problem, please be informed that you are still able to use the software, but the premium support service and free version upgrade will no longer be available.

We are so sorry for the inconvenience it might cause. We would immediately file a request for our technicians to fix the problem from the server side.

Best regards.

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Re: Still no license key linked in my account?

Posted by EDISON ALDAZ - 05 Sep 2012 13:31

How can I get my money back because I have no SERIAL NUMBER OR LICENSE Webcam Morpher?

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Re: Still no license key linked in my account?

Posted by Gabriella V - 05 Sep 2012 14:23

Hi Edison,

Regarding your problem, , our records indicate that your license has been activated successfully on (2012-09-05 03:56:23). So, please could you confirm us if the problem was solved?

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